

**University of Connecticut Health Center**

**JOB OPPORTUNITY**

**TECHNICAL ANALYST I (Mobility Coordinator)**

**Telecommunications Department**

**PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!**

**Open To:** The Public

**Location:** Farmington

**Job Posting No:** 2013-103

**Hours:** 40 hours, Monday – Friday 8:00 a.m. to 4:30 p.m.

**Salary:** TBD

**Closing Date:** September 8, 2013

**At the UCHC this classification provides support for a variety of information technology issues. Identifies, researches and resolves technical problems.**

**Knowledge, Skills and Abilities:**

Ability to work as a team member; ability to understand customers' needs and develop solution in a timely manner; ability to understand problem solving concepts together with the need to have a structure approach to problem analysis; knowledge of commonly-used concepts, practices, and procedures within a relevant field; ability to work with customers in a courteous manner; interpersonal skills; effective communication skills (oral and written).

**General Experience:**

Five (5) years in-depth experience working with Mobile Computing Devices. Five (5) years in-depth experience working with and supporting iOS Devices, Android Devices and the microcomputer hardware and software required to support the Mobile environment.

**Substitution Allowed:**

An Associate degree in computer science or specialized Information Technology degree programs may be substituted for two (2) year of the general experience. A Bachelor's degree in Computer Science may be substituted for four (4) years of the general experience.

**Special Requirement:**

**At least 5 years of experience configuring, supporting and troubleshooting the following types of mobile devices:**

Apple iOS

Android

Blackberry

Windows Phone/Windows Mobile/CE

**Two or more of the following certifications:**

Mac OS X Support Certified

Apple Mobile Device Certified

Apple T3 Mentor Trainer

MCTS Microsoft Windows Server 2008 Network Infrastructure

Comp TIA A+ Certified

**Examples of Duties:**

Handles and solves highly complex technical calls from customers; defines procedure and standards; manages account creation and assists with MCD Policy Deployment via MDM console; leads the department of new hardware and software, troubleshoots complex issues/problems requiring broad product/infrastructure knowledge and significant technical abilities; mentors less experience personnel in multiple areas of expertise; may be responsible for scheduling assigning, overseeing and reviewing work; establishes performance standards; provides orientation for new personnel; configures, installs, test and troubleshoots department specialty peripherals and documents installation for future use; acts as liaison with operating units, other departments and vendors.

Responds to calls, email and personnel requests for technical support; tracks status of all problems and monitors open problems to ensure that service level agreements are met or exceeded; interacts with clients in a courteous and professional manner and builds relationships with client area; attends training to keep current with latest technologies related to area; Setup and deploy mobile devices and other systems. Provide training and technical support to end users.

Advise end users on the selection and procurement of appropriate mobile devices; document user procedures and activities; compile and review scheduled and ad hoc user activity reports; provides technical support for user access issues; follow documented maintenance and support procedures for IT Mobility Systems; assist with event analysis and incident response as needed.

**Note:** The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

**Application Instructions:** Interested and qualified candidates who meet the above requirements please apply to: <https://jobs.uchc.edu> and reference search code 2013-103. Cover letter, resume and references may be uploaded at the time you apply on-line.

**University of Connecticut Health Center  
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Farmington, CT 06032**

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.